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To: Real Estate Department Partners

Notice: **RED-14-41**

From: Real Estate Department

Date: November 24, 2014

Re: **Aging-in-Place Resident Interviews**

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As part of its continued efforts related to “aging-in-place,” the Indiana Housing and Community Development Authority (IHCD) is pleased to announce the launch of a new research project. The purpose of this project is to gather feedback from residents living at Rental Housing Tax Credit developments that are designated as elderly housing. Through onsite interviews, residents will be asked about their experience living at the property. Questions will cover topics including, but not limited to: why the resident selected to live at the property, if the services and amenities provided at the property are useful, and if the location of the property allows the resident access to the surrounding neighborhood and external services.

IHCD has previously dedicated time to various focus groups with partners around the issue of “aging-in-place,” but has never received direct feedback from the end users of its programs. This project will allow IHCD to learn about the residents’ experiences and to incorporate their feedback into future policy decisions. During the site visit, the onsite property manager will also be interviewed and asked about his/her recommendations related to effective senior housing.

Below is an FAQ designed to address questions related to this research project. If changes are made to the methodology, or if we receive additional recurring questions from participants, this notice may be updated accordingly.

**Which properties will be selected for onsite tenant interviews?**

IHCD is focusing its initial sample on tax credit developments that (1) are designated for elderly age-restricted occupancy and (2) received credit allocations between 2008-2012. This subset includes approximately seventy-five properties, though time constraints may not allow visits to every property during the initial study period.

**How will I know if my property was selected?**

About two weeks prior to the visit, the designated primary owner and primary management contacts for the property will receive a letter from IHCD. This letter will state that the property has been selected for participation in this research project and will provide the date and time that the researcher will arrive. The letter will also include a sample notification letter that the owner/manager can use to notify the residents.

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**Is participation mandatory for properties?**

Participation is not mandated but is strongly encouraged. The goal of this study is to find ways to improve IHCD's Rental Housing Tax Credit program in order to better serve the needs of the residents. We hope that all of our development and management partners will be willing to participate.

**Is participation mandatory for residents?**

Absolutely not. Residents should be notified by property management that the researcher will be onsite and invited to participate. However, residents should not be forced into participation or otherwise made to feel uncomfortable or pressured about this process. A sample notification letter will be provided by IHCD.

**Who will conduct the interviews?**

The initial interviews will be conducted by Beth Neville, an AmeriCorps VISTA serving with IHCD over the next year. Beth is a researcher and is not an IHCD or State employee.

**How will the interview take place?**

The researcher will conduct one-on-one interviews with interested residents in a common space area at the property. The property manager must designate an area for the interviews. For safety and privacy reasons, the researcher will not enter any resident units, even if invited to do so. Interviews with the onsite property manager will most likely occur in the property manager's office.

**How many residents will be interviewed at a property?**

All interviews will last approximately 30 minutes. Depending on the number of residents living at the property and the number that are interested in participating in the study, IHCD cannot guarantee that all interested residents will be given an interview. Property managers are encouraged to create a sign-up sheet to reserve spots for interested tenants. The letter sent to the owner prior to the onsite visit will identify the amount of time the researcher will remain onsite.

**What happens with the information collected?**

- All information shared by residents is confidential. It will not be shared with property owners, management agents, or other residents.
- All information shared by residents is anonymous. All information will be aggregated and submitted to IHCD in a report that removes any resident or property names.
- Please be assured this is not a compliance monitoring review.
- IHCD, in collaboration with the researcher, will release a report in late 2015 discussing the feedback received and the implications for future policy decisions.

**When does the study begin?**

Onsite interviews will begin in December 2014 and run through spring of 2015. IHCD will then determine whether or not to expand the sample size and continue with further interviews.

**Who can I contact for more information?**

Please contact Matt Rayburn ([mrayburn@ihcd.in.gov](mailto:mrayburn@ihcd.in.gov)) with bigger picture questions, concerns, or ideas. If your property is selected for the study and you have questions about logistics, please contact Beth Neville ([bneville@ihcd.in.gov](mailto:bneville@ihcd.in.gov))

Thank you in advance for your time and cooperation. It is our hope that through this initiative, IHCD can identify ways to enhance the quality of life provided to the residents of rental housing tax credit developments throughout the State of Indiana.